

How to Succeed With Volunteers-In-Parks

60-Minute Module Series

SAFETY MANAGEMENT

Training Guide

**National Park Service
Volunteers-In-Parks Program**



How To SUCCEED With VOLUNTEERS-IN-PARKS

60-Minute Module Series

Introduction
Program Planning
Needs Assessment
Motivation
Designing Jobs
Recruitment
Interviewing
Orientation
Training
Safety Management
Supervision
Delegation
Performance Reviews
Recognition

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INTRODUCTION

The National Park Service spends millions of dollars annually to cover the costs of on-the-job injuries and illnesses suffered by paid staff and volunteers. Many of these expenditures and much of this pain and suffering can be avoided through an effective safety management program. Our resolve must be strong and ongoing. All volunteers for the National Park Service have the right to expect a safe, healthy, work experience.

Volunteers receive the same benefits and protection as paid employees under the Federal Employees Compensation Act (5 USC, Chapter 81), the Federal Tort Claims Act (28 USC, 2671-2680), and 16 USC, 181 (d), and are considered to be federal employees for these purposes. We take volunteers seriously and we take volunteer injuries seriously. We must make the prevention of volunteer injuries our highest priority.

It is the responsibility of volunteer managers and supervisors to be aware of and to document any potential hazards and safety requirements associated with volunteer jobs. It is also the responsibility of volunteer managers and supervisors to provide all appropriate safety training and equipment for volunteers, at the same level provided for paid staff for similar work.

Failure to provide for the safety needs of volunteers significantly increases NPS risk for potential violations of federal health and safety regulations. This may lead to the escalation of injuries and costs associated with worker compensation claims, increases in NPS exposure to tort claim liability, and unnecessary exposure of volunteer managers, supervisors, and volunteers to personal liability.

Good safety management will help to ensure that our volunteers spend their valuable time in a work environment that is both healthy and productive.

PURPOSE AND LEARNING OBJECTIVES

The **Purpose** of this module is to establish safety management as a critical element in any volunteer program.

Learning Objectives

Upon completion of this module, participants will be able to:

1. Articulate NPS policies and procedures relating to safety management and explain why they are important.
2. Identify and evaluate potential risks in volunteer tasks through a job safety analysis.
3. Discuss how safety management concerns can be applied to specific jobs and how to take proactive and preventive measures.
4. Explain workers compensation, tort claims and government property loss/damage procedures as they related to volunteers.
5. Take specific actions to help ensure the personal security and safety of volunteers, and of paid staff who work with volunteers.

GENERAL NOTES TO TRAINER

1. This workshop is in a suggested format. Feel free, however, to personalize it to meet your park needs.
2. Safety management is all about prevention. Be sure to stress the important benefits of avoiding the injuries, down time, financial cost, extra paperwork, and liability problems associated with safety lapses. Stress also the much more desirable alternative of providing a productive and healthy experience for our valuable volunteer work force.
3. The advantages of good safety management, as applied to the Volunteers-In-Parks Program, are many. The challenge for the trainer is to successfully present the rationale for the program, to offer suggestions on implementation, and to impart a sense of personal responsibility that can be passed along to both paid staff and volunteers in order to ensure success.
4. General principles of safety management are important, but they must never take the place of safety training that relates to specific work assignments.
5. Along with work habits, the personal safety and security of each volunteer must be ensured. Interpretive Competency “Module 111: Personal Safety and Security” is an excellent resource.

WORKSHOP OUTLINE

Transparency Handout **Section** **Method of Presentation** **Time**

T-1 H-1 T-2	Introduction Learning Objectives Key Concepts	Presentation	5 minutes
T-2 H-1 T-3 H-2 H-3	Concept 1 Safety management is essential.	Presentation Discussion	10 minutes
T-2 H-1 T-4 H-4	Concept 2 All volunteer managers must be able to identify potential safety risks.	Presentation Discussion Group Activity	20 minutes
T-2 H-1 T-5 H-5	Concept 3 All volunteer managers need to know how to handle a volunteer injury or emergencies.	Presentation Discussion	10 minutes
T-2 H-1 T-6	Concept 4 The personal security and safety of volunteers and others must be paramount	Presentation Discussion	10 minutes
T-2 H-1	Summary/Wrap-Up/ Evaluation	Summary Remarks	5 minutes

TOTAL TIME: 60 minutes

TRAINER'S NOTES

INTRODUCTION

Time: 5 minutes

T-1: Learning Objectives

H-1: Key Concepts

T-2: Key Concepts

Introduction

Introductory Exercise

Ask participants to list some elements of risk relating to volunteers. Some examples might be injury to self and others, health concerns, tort claims.

Read purpose of safety management and summarize learning objectives.

This training is based on **three Key Concepts**.

Show Transparency with all concepts on it. Indicate that each concept will be examined during the workshop, together with relevant material.

CONCEPT 1

Time: 10 minutes

Safety management is essential for all volunteer program managers and supervisors.

T-2: Key Concepts

H-1: Key Concepts

T-3: Volunteer Statistics

H-2: Volunteer Statistics

H-3: Actual Park Volunteer Injuries/Health Problems

The health and safety of our paid staff and VIPs is a vital concern to the National Park Service. Currently, the number of job-related injuries and illnesses is unacceptably high. We must improve.

Ask

“How many volunteers are there in the NPS?”

“How many are injured annually?”

Discuss statistics and situations.

Conclusion:

Volunteer managers and supervisors need to be aggressive in taking responsibility for volunteer health and safety.

Ask:

“Who is responsible?” as a transition to Concept 2.

The answer is “WE ALL ARE.”

As volunteer managers and supervisors we have an especially important role in the prevention of accidents.

CONCEPT 2

Time: 20 minutes

All volunteer managers and supervisors must be able to identify and minimize potential safety risks related to volunteer tasks.

T-2: Key Concepts

H-1: Key Concepts

T-4: Job Safety Analysis (JSA) Summary

H-4: Job Safety Analysis

Exercise:

Review the volunteer job description from the Designing Jobs module for any possible changes to decrease safety concerns. That could include job design (safety training, special equipment, personal security, etc.) or changes in recruitment, screening, interviewing, training, supervision, orientation, etc. Note that the potential risk could be to the volunteer, to co-workers, or to park visitors.

Group exercise:

Break class into small groups. Pick one job from the group and do a job safety analysis (JSA).

Discuss:

With the entire class discuss conclusions of JSA.

Were there any surprises, revelations, etc.?

What changes would you recommend to eliminate/minimize risks to the volunteer?

CONCEPT 3

Time: 10 minutes

All volunteer program managers and supervisors need to know how to handle a volunteer injury or emergency situation.

T-2: Key Concepts

H-1: Key Concepts

**T-5: Handling
Volunteer
Emergencies**

**H-5: Handling
Volunteer
Emergencies**

Ask:

“Have you ever had a volunteer injured in your park?”

What happened? Select one participant’s experience.

Summarize the standard procedures for handling an emergency and processing an OWCP claim. **Refer to H-5.**

Note: For these purposes, OWCP considers a volunteer an employee.

CONCEPT 4

Time: 10 minutes

The personal security and safety of volunteers, and of paid staff who work with volunteers, must be paramount.

T-2: Key Concepts

H-1: Key Concepts

T-6: Minimizing Personal Risk

Introduction

In national park settings today, potential risks, related to physical and mental violence are real. The threat may come from the natural environment, or from a coworker, a volunteer, or a park visitor.

Ask participants: Have you, or a coworker, or one of your volunteers, ever found yourselves alone in your park, in a dangerous or life-threatening situation? How did this happen? What could have been done to prevent it or to minimize the threat?

Personal risk can be minimized in a variety of ways, including:

1. Designing jobs to be safe
2. Teaming up with the right partner
3. Providing appropriate training
4. Avoiding risk
5. Reporting even “minor” incidents
6. Other

Reminder:

Personal security and safety begins with personal responsibility.

SUMMARY/WRAP UP/EVALUATION

Time: 5 minutes

T-2: Key Concepts

H-1: Key Concepts

Time permitting, review the Key Concepts of the module

END 60-MINUTE TRAINING

SUGGESTIONS FOR EXPANDED ACTIVITIES

1. Conduct full job safety analyses on actual volunteer jobs in the park. Follow-up with proposals for any needed changes to procedures, job training, safety training, etc., that would help eliminate, or at least minimize, health and safety risks to volunteers and others.
2. Discuss specific injuries/accidents/health problems relating to volunteers that actually occurred in the park, and come up with specific proposals that would help minimize the risk of such incidents happening again.

RESOURCES

1. McCurley, Steve and Rick Lynch. *Volunteer Management: Mobilizing All The Resources of the Community*, Heritage Arts Publishing, 1996.
2. Vineyard, Sue and Steve McCurley. "Protecting Volunteers from Blood-Borne Pathogens: New OSHA Requirements," *Grapevine*, March/April, 1993
3. Interpretive Competencies; "Module 111, Personal Safety and Security"
<http://www.nps.gov/idp/interp/>
4. Director's Order 50A: Worker's Compensation Case Management
5. Director's Order 50B: Safety and Occupational Health Reference Manual
6. Departmental Manual, Part 485 ,Chapter 14: Job Hazard Analysis
7. *Safety And Health Inspection Reference Manual*, NPS, Intermountain Region, Galen Warren, Salt Lake City, Utah (801) 539-4251
8. National Park Service Web Site: ParkNet
<http://www.nps.gov/riskmgmt/>
www.nps.gov/riskmgmt/SMsteps
9. Department of the Interior Web Site: DOINet
<http://safetynet.smis.doi.gov/>
10. National Safety Council Web Site
(JHA form)
<http://www.nsc.org/>